



State of New Jersey

DEPARTMENT OF COMMUNITY AFFAIRS

CHRISTINE TODD WHITMAN
Governor

JANE M. KENNY
Commissioner

HOME ENERGY ASSISTANCE BULLETIN #901

To: Executive Directors and Weatherization Managers

From: Clarice Sabree-Sylla, Supervisor, OLIEC

Date: June 4, 1999

Topic: Eligibility Certification for Emergency Assistance

Reference: Home Energy Assistance Handbook Revised June 1998

Summary: This policy bulletin outlines the procedures agencies must follow when a client requests emergency energy assistance when filing the initial application for benefit. An eligible applicant requesting emergency assistance must be helped within 48 hours, unless the household is in eminent danger, a condition that must be addressed within 18 hours. All assistance is dependent on available funds.

Eligibility Certification

When a client requests emergency assistance at the time of application, subgrantees must certify income immediately. The following documents must be submitted by the client before service can be provided:

1. A completed HEA/WAP Application
2. Income Documentation which may include a copy of a check, pay stubs, or an award letter.
3. A copy of the most recent heating bill in the applicants' name. Clients who pay for fuel heating as a part of their rent are not eligible for emergency assistance under HEA.
4. If the client is a homeowner, a copy of a deed or a tax bill in the applicants' name.

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Submission of the above outlined documents will allow the subgrantee to establish eligibility outside of the HEA database for the provision of emergency services. The application should be processed as soon as possible to ensure timely reimbursement of emergency funds.

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HOME ENERGY ASSISTANCE BULLETIN #902

To: Executive Directors and Weatherization Managers
From: Clarice Sabree-Sylla, Supervisor, OLIEC
Date: June 4, 1999
Affected Programs: Home Energy Assistance
References: HEA Handbook
Summary: Clarifys what constitutes an automatic eligibility for Home Energy Assistance, and when subgrantees should provide services to automatically eligible households.

Active Foodstamp Cases

All households that receive foodstamp benefits and pay for their own heating costs are eligible for a Heating Utility Allowance. The household will automatically receive this benefit when the food stamp worker completes what is called a 105 document update.

Under most circumstances, these households should not file an application for Home Energy Assistance. An exception may occur if the client is on the HUD list for subsidized housing/heating but has proof that they no longer live in public housing or they pay for their own heat.

Subgrantees must review the non-select report (HP 147-02) to verify the household's status to determine if that client should be referred back to the county welfare foodstamp worker, or an application should be taken. Any active foodstamp household that received an automatic benefit last year, and has had no change in their living arrangement, should be referred to their foodstamp worker for information regarding their initial HEA payment.

Emergency Benefits for Temporary Aid To Needy Families Households

TANF households may be eligible for additional assistance after they have received the maximum benefit under the HEA program.

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Subgrantees are to provide all such households with notification that they have exhausted all HEA benefits, and a referral back to the Board of Social Services, if additional assistance is required.

Benefits Inquiry

Before processing applications for households that receive TANF, SSI, or general assistance, subgrantees should complete a benefits inquiry to avoid duplication of payments.

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HOME ENERGY ASSISTANCE BULLETIN #903

To: Executive Directors and Weatherization Managers

From: Clarice Sabree-Sylla, Supervisor, OLIEC

Date: June 11, 1999

Affected Programs: Home Energy Assistance (HEA)

Reference: Home Energy Assistance Handbook
N.J.A.C. 10:81-1.1 Public
Assistance Manual, DHS-WAP Contract

Summary: Most households that receive a HEA check are also eligible for emergency energy assistance. This policy bulletin outlines the procedures for emergency fuel requests.

Each household eligible for home energy assistance may receive an annual benefit of up to \$900.00. Homeowners are eligible for an additional \$1,000 for heating system repairs or replacement. Subgrantees will provide emergency assistance to all eligible HEA households i.e. automatics and applicant households.

Subgrantees will verify HEA eligibility for each household requesting emergency fuel. Each household may receive up to \$200.00 worth of fuel per request until the maximum benefit threshold of \$900.00 has been reached. If a client has a fuel/service agreement with an oil dealer, and requests that dealer make the emergency delivery, then the subgrantee will make the appropriate arrangements for delivery and payment of emergency fuel.

Utility Service Termination Notice

The client will submit a copy of the termination notice and proof the initial HEA heating benefit check was applied to their gas or electric account. The agency will contact the collections office and negotiate a payment agreement on behalf of the client which may include an emergency payment of up to \$400.00.



Utility Service Interruption

The agency will contact the collections office and negotiate restoration of service on behalf of the client. The agency can provide payment of service restoration fees, security deposits, and arrearages up to a maximum of \$400.00 per request.

Temporary Rehousing

In the event a client's home is temporarily uninhabitable due to fuel run out, or utility service interruption, the subgrantee may provide funds for temporary housing. In most cases however, it is anticipated that funds will be directed to resolving the problem and avoiding the need for the household to relocate.

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HEA Policy Bulletin #904

To: Executive Directors and Weatherization Managers
From: Clarice Sabree-Sylla, Supervisor, OLIEC
Date: May 21, 1999
Affected Programs: Home Energy Assistance (HEA)

Heating Benefit Checks

Requests for replacement of heating assistance benefit checks will be accepted through the end of the Federal Fiscal Year which is September 30.

Cooling Benefits

Requests for replacement of cooling assistance benefit checks will be accepted through the end of the calendar year in which they were issued, which will be December 31 of each year.

Check replacement requests that are received after the dates outlined in this bulletin cannot be accepted.

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HEA/WEATHERIZATION BULLETIN #905

To: Executive Directors and Weatherization Managers

From: Clarice Sabree-Sylla, Supervisor, OLIEC

Date: June 4, 1999

Re: Weatherization/LIHEAP Appeals Process

Reference: N/A

Supersedes: N/A

Summary: To ensure that all eligible applicants receive energy services in the amount required, based on all applicable DOE/LIHEAP rules and regulations, the Office of Low Income Energy Conservation is implementing a procedure for client appeals. Subgrantees must inform all households denied service that there is an appeals process available to them, and provide the attached application for that appeal. All requests for an appeal must be forwarded to the OLIEC within 3 working days of receipt from client.

CSS/bam/2695R



APPLICATION FOR APPEAL OF DENIAL OF ENERGY SERVICES

SOCIAL SECURITY _____ DATE _____

APPLICANT NAME _____ PHONE# _____

ADDRESS _____

CITY _____ COUNTY _____

AGENCY NAME _____

CONTACT PERSON _____

SERVICES APPLIED FOR:

WEATHERIZATION _____ HOME ENERGY ASSISTANCE CHECK _____

EMERGENCY FUEL _____ HEATING SYSTEM REPAIR/REPLACEMENT _____

HEA _____

OTHER _____

APPLICATION DATE (s) _____

REASON FOR DENIAL:

OVER INCOME _____ NEED ADDITIONAL DOCUMENTS (LIST) _____

OTHER (EXPLAIN) _____

FOR OFFICE OF LOW-INCOME ENERGY CONSERVATION USE ONLY

APPEAL REVIEWED BY _____

ADDITIONAL INFORMATION REQUIRED: YES _____ NO _____

APPLICANT IS: ELIGIBLE _____ INELIGIBLE _____

FORWARD FOR FAIR HEARING? YES _____ NO _____

DATE FORWARDED FOR FAIR HEARING_____

FINAL RULING (For Weatherization Services Only)

APPLICANT IS: ELIGIBLE_____ INELIGIBLE_____

ADDITIONAL SERVICES REQUIRED? YES_____ NO_____

NOTE: ALL APPLICANTS FOR HOME ENERGY ASSISTANCE (HEA) ARE ENTITLED TO A FAIR HEARING IF THEY ARE DENIED BENEFITS, OR BELIEVE THE AMOUNT OF BENEFITS RECEIVED IS INCORRECT. THIS APPEALS PROCESS DOES NOT CONSTITUTE A FINAL RULING FOR HEA. THIS HEARING SHOULD BE CONSIDERED THE FINAL RULING FOR APPEALS REGARDING WEATHERIZATION ASSISTANCE PROGRAM SERVICES.

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H E A P B U L L E T I N #906

To: Executive Directors & HEA Program Managers
From: Clarice Sabree-Sylla, Supervisor
Office of Low-Income Energy Conservation
Date: September 25, 2000
RE: SUBGRANTEE STAFF APPLYING FOR HOME ENERGY ASSISTANCE

The Office of Low-Income Energy Conservation is establishing a procedure that must be used when an individual working for a subgrantee that receives a Home Energy Assistance Program Grant applies for energy assistance.

1. An income eligible person cannot be denied the opportunity to apply for energy assistance even if they work in the Home Energy Assistance Program and reside in the same county where they work.
2. When an application is submitted by an agency employee that works in the Home Energy Assistance Program, the Executive Director, or Assistant Director, or designated board member must review the application and all supporting documentation to ensure that all program rules and regulations have been complied with.
3. The HEA supervisor must ensure that HEA recipients working in the HEA office do not access, review, correct, or change any information in their file or in the HEA database.
4. To maintain confidentiality for subgrantee staff applying for or receiving home energy assistance, HEA Supervisors must keep all such files separated from HEA general files. The files should be stored so they are not accessible to other program staff members. The HEA Supervisor will process subgrantee staff applications.



This office is aware of the fact that in a number of subgrantee agencies, data processing, intake, and outreach workers for the Home Energy Assistance Program are being paid at very low levels. To suggest that individuals that are working hard providing services for other low-income families for such a low wages that they are also eligible for but should not have the benefits that others are receiving is adding insult to injury. If there is a concern regarding the appearance of impropriety it can be resolved by paying staff a decent wage.



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DONALD T. DiFRANCESCO
Acting Governor

JANE M. KENNY
Commissioner

HEAP BULLETIN # 907

To: Executive Directors & HEA Managers/Coordinators

From: Clarice Sabree-Sylla, Supervisor, OLIEC

Date: October 24, 2001

RE: HOME ENERGY ASSISTANCE (HEA) PROGRAM CHANGES 2001-2002

REFERENCE: 1. Federal Register

REVISION SCOPE: Adjusts program income eligibility per the annual revision in the Federal poverty guidelines. Also, adjusts the application period, November 1, 2001 to April 1, 2002. Adjusts the emergency period, December 17, 2001 to April 30, 2002.

SUMMARY: This policy bulletin includes income eligibility guidelines, HEA application dates and emergency eligibility dates.

The revised income eligibility guidelines for HEA services are listed in the table attached to this bulletin. These eligibility guidelines are computed at 175% of the Federal Poverty Guidelines. Also attached are the application dates and emergency assistance dates for the 2001-2002 HEA program year.

These guidelines are effective immediately for use during the 2001-2002 HEA program year.

CSS/JG/sc





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SUSAN BASS LEVIN
Commissioner

From: Clarice Sabree-Sylla, Supervisor
Office of Low-Income Energy Conservation

RE: *LEGAL/ILLEGAL ALIEN STATUS*

- An adult member of the eligible family/household must sign applications.
- Adult eligible family/household members must sign with their own name for family/household members under 18 years of age.
- In the absence of adult in the family/household, the applicant shall sign for non-adults.

The HEA program's rules and regulations are based on the rules and regulations of the Food Stamp program. As such, in order for minors who are legal U.S. citizens to obtain HEA benefits when their parents are illegal, the case must be processed using the illegal adults name and the oldest legal child's social security number. The illegal members in the household are not to be included in the household size; however, any income the illegal person has in excess of \$268 must be counted toward the household's total monthly income.

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